



## UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
 United States Patent and Trademark Office  
 Address: COMMISSIONER FOR PATENTS  
 P.O. Box 1450  
 Alexandria, Virginia 22313-1450  
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 2840

<b>SERIAL NUMBER</b> 10/015,380	<b>FILING OR 371(c) DATE</b> 12/12/2001 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2645	<b>ATTORNEY DOCKET NO.</b> AUS920010824US1
------------------------------------	---	---------------------	-------------------------------	---

**APPLICANTS**  
 Michael Wayne Brown, Georgetown, TX;  
 Joseph Herbert McIntyre, Austin, TX;  
 Michael A. Paolini, Austin, TX;  
 James Mark Weaver, Austin, TX;  
 Scott Lee Winters, Austin, TX;

**\*\* CONTINUING DATA \*\*\*\*\*** *None AA*

**\*\* FOREIGN APPLICATIONS \*\*\*\*\*** *None AA*

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED**  
 \*\* 01/28/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 9	<b>TOTAL CLAIMS</b> 50	<b>INDEPENDENT CLAIMS</b> 12
---	-------------------------------	----------------------------	---------------------------	---------------------------------

35 USC 119 (a-d) conditions met  
☐ yes ☒ no ☐ Met after notice

Verified and Acknowledged  
 Examiner's Signature: *William Hossain* Initials: *AA*

**ADDRESS**  
 AMY PATTILLO  
 P.O. BOX 161327  
 AUSTIN, TX 78716-1327

**TITLE**  
 Managing caller profiles across multiple hold queues according to authenticated caller identifiers

<b>FILING FEE RECEIVED</b> 2036	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
------------------------------------	---	---